



COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY & PROCEDURE

V1.0 November 2025

POLICY STATEMENT

We want to be able to tell people what people think about ELCAP and we want to be able to share information about what we do well, what we could do better and about what we have done that people don't like. We have a legal obligation to complete an annual record of complaints received. We intend to use compliments, suggestions and complaints to learn and to improve our service for the person we support.

PROCEDURES

We will inform other people who have a legitimate interest in our compliments, suggestions and complaints.

Please note that members of staff are able to raise issues through ELCAP's Grievance Policy and Procedure and through ELCAP's Disciplinary Policy and Procedure or they may raise issues through ELCAP's Whistle-blowing Procedure. Guidance will be provided to staff who raise issues to ensure that the appropriate policy and procedure is used. Staff at any time may use the Compliments, Suggestions and Complaints Policy and Procedure to share compliments or to make suggestions. Members of staff may not use the Compliments, Suggestions and Complaints Policy and Procedure to raise a complaint. Members of staff should raise this kind of issue under ELCAP's Grievance Policy and Procedure, Disciplinary Policy and Procedure or Whistle-blowing Policy and Procedure.

We have to provide the following details of the Care Inspectorate to anyone who has contact with our service who may wish to make a complaint;

Care Inspectorate

Care Inspectorate
3C&D South
Victoria Quay
Edinburgh
EH6 6OQ

People who want to make a complaint should also be given the contact details of the local Social Work Department.

If we receive a compliment, a suggestion or complaint and we can deal with it immediately, we take the necessary action and help the person to complete a form. It is best practice to explain that the Care Inspectorate's contact details are on the form and that any issue can be raised with the local Social Work department or the Care Inspectorate at any time.

If we can't sort things out there and then, it is best practice to offer a form (we can post one out if you don't have one to hand and you have taken a note of the person's name and address). We should explain that the Care Inspectorate or the local Social Work Department can be contacted at any time.

If you receive information by telephone or if the person does not agree to accept a complaint form, please write down the information and the person's details and send these to the Registered Manager at Woodbine Cottage.

If you receive a letter or a completed form, please send it to the Director of Services at ELCAP< Suite One, Ground Floor, Hercules House, Station Road, Eskmills, Musselburgh, East Lothian EH21 7PQ

At Woodbine Cottage, the information will be noted in a register so that we have annual records. Someone will be nominated by the Registered Manager to investigate any suggestion or complaint and to recommend any improvements to our service. The person who made the suggestion or complaint will receive an acknowledgement letter within 7 days explaining how we will follow it up and a further letter will be sent proposing a resolution within 20 days.